



# TORQ Analysis of Data Entry Keyers to Insurance Policy Processing Clerks

## INPUT SECTION:

| Transfer           | Title                              | O*NET      | Filters    |                      |           |
|--------------------|------------------------------------|------------|------------|----------------------|-----------|
| From Title:        | Data Entry Keyers                  | 43-9021.00 | Abilities: | Importance Level: 50 | Weight: 1 |
| To Title:          | Insurance Policy Processing Clerks | 43-9041.02 | Skills:    | Importance Level: 69 | Weight: 1 |
| Labor Market Area: | Maine Statewide                    |            | Knowledge: | Importance Level: 69 | Weight: 1 |

## OUTPUT SECTION:

Grand TORQ:

92

| Ability TORQ |    | Skills TORQ |    | Knowledge TORQ |    |
|--------------|----|-------------|----|----------------|----|
| Level        | 90 | Level       | 92 | Level          | 95 |

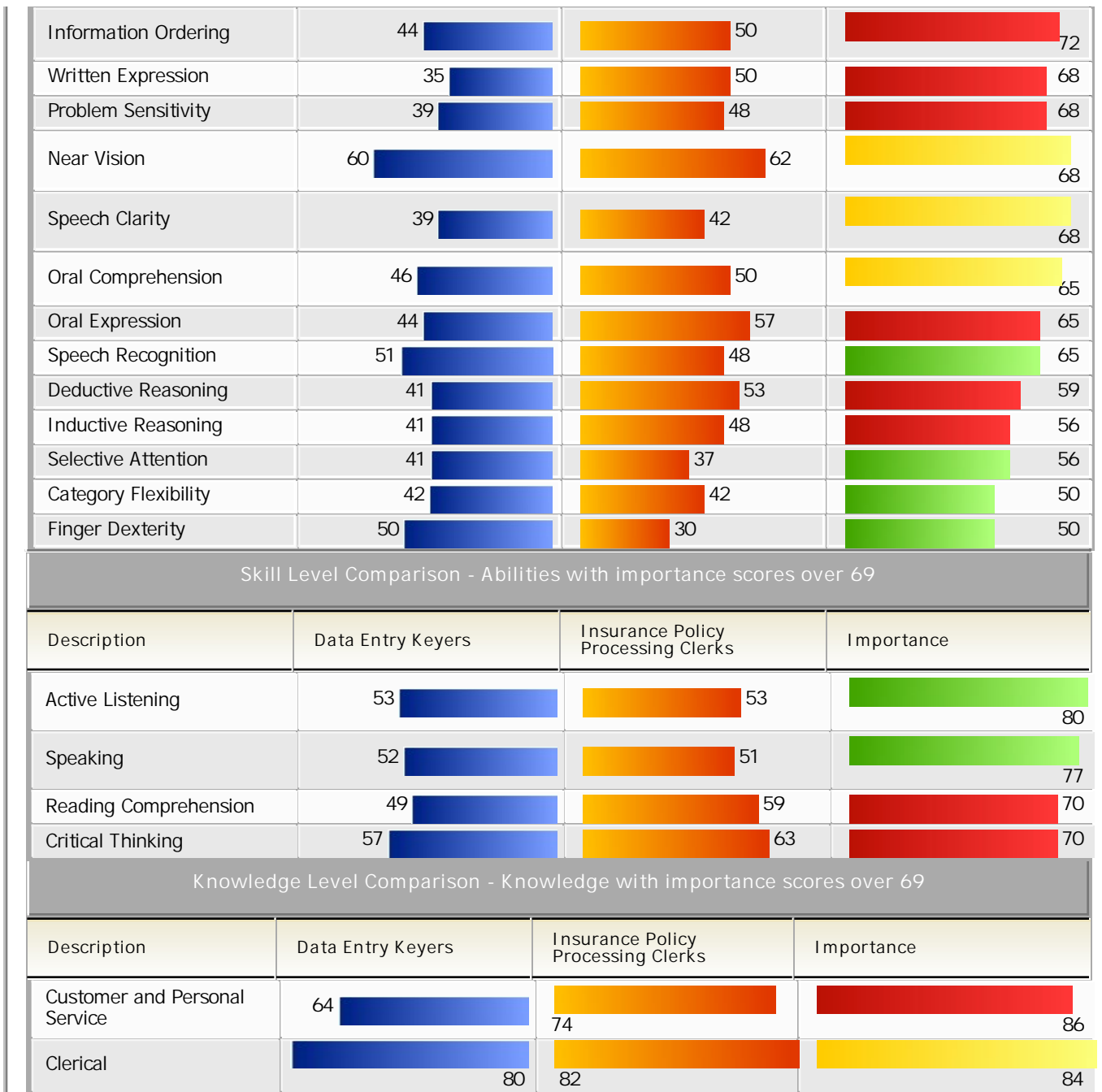
| Gaps To Narrow if Possible |       |     |      | Upgrade These Skills  |       |     |      | Knowledge to Add              |       |     |      |
|----------------------------|-------|-----|------|-----------------------|-------|-----|------|-------------------------------|-------|-----|------|
| Ability                    | Level | Gap | Impt | Skill                 | Level | Gap | Impt | Knowledge                     | Level | Gap | Impt |
| Written Expression         | 50    | 15  | 68   | Reading Comprehension | 59    | 10  | 70   | Customer and Personal Service | 74    | 10  | 86   |
| Written Comprehension      | 55    | 11  | 81   | Critical Thinking     | 63    | 6   | 70   | Clerical                      | 82    | 2   | 84   |
| Oral Expression            | 57    | 13  | 65   |                       |       |     |      |                               |       |     |      |
| Deductive Reasoning        | 53    | 12  | 59   |                       |       |     |      |                               |       |     |      |
| Problem Sensitivity        | 48    | 9   | 68   |                       |       |     |      |                               |       |     |      |
| Information Ordering       | 50    | 6   | 72   |                       |       |     |      |                               |       |     |      |
| Inductive Reasoning        | 48    | 7   | 56   |                       |       |     |      |                               |       |     |      |
| Oral Comprehension         | 50    | 4   | 65   |                       |       |     |      |                               |       |     |      |
| Speech Clarity             | 42    | 3   | 68   |                       |       |     |      |                               |       |     |      |
| Near Vision                | 62    | 2   | 68   |                       |       |     |      |                               |       |     |      |

LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Policy Processing Clerks. GAP refers to level difference between Data Entry Keyers and Insurance Policy Processing Clerks.

## ASK ANALYSIS

### Ability Level Comparison - Abilities with importance scores over 50

| Description           | Data Entry Keyers | Insurance Policy Processing Clerks | Importance |
|-----------------------|-------------------|------------------------------------|------------|
| Written Comprehension | 44                | 55                                 | 81         |



### Experience & Education Comparison

| Related Work Experience Comparison |                   |                                    |  | Required Education Level Comparison |                   |                                    |
|------------------------------------|-------------------|------------------------------------|--|-------------------------------------|-------------------|------------------------------------|
| Description                        | Data Entry Keyers | Insurance Policy Processing Clerks |  | Description                         | Data Entry Keyers | Insurance Policy Processing Clerks |
| 10+ years                          | 0%                | 0%                                 |  | Doctoral                            | 0%                | 0%                                 |
| 8-10 years                         | 0%                | 0%                                 |  | Professional Degree                 | 0%                | 0%                                 |
| 6-8 years                          | 0%                | 0%                                 |  | Post-Masters Cert                   | 0%                | 0%                                 |
| 4-6 years                          | 0%                | 5%                                 |  | Master's Degree                     | 0%                | 0%                                 |
| 2-4 years                          | 0%                | 7%                                 |  | Post-Bachelor Cert                  | 0%                | 0%                                 |
| 1-2 years                          | 19%               | 46%                                |  | Bachelors                           | 0%                | 0%                                 |
| 6-12                               | 43%               | 16%                                |  | AA or Equiv                         | 2%                | 15%                                |
|                                    |                   |                                    |  | Some College                        | 9%                | 12%                                |



|            |     |     |                            |     |     |
|------------|-----|-----|----------------------------|-----|-----|
| 3-6 months | 3%  | 9%  | Post-Secondary Certificate | 9%  | 11% |
| 1-3 months | 18% | 3%  | High School Diploma or GED | 77% | 61% |
| 0-1 month  | 0%  | 0%  | No HSD or GED              | 0%  | 0%  |
| None       | 14% | 10% |                            |     |     |

## Data Entry Keyers

## Insurance Policy Processing Clerks

## Most Common Educational/Training Requirement:

Moderate-term on-the-job training

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## Job Zone Comparison

## 2 - Job Zone Two: Some Preparation Needed

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Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

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## Tasks

## Data Entry Keyers

## Insurance Policy Processing Clerks

## Core Tasks

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## Generalized Work Activities:

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- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

## Specific Tasks

## Specific Tasks

## Occupation Specific Tasks:



- Compare data with source documents, or re-enter data in verification format to detect errors.
- Compile, sort and verify the accuracy of data before it is entered.
- Load machines with required input or output media such as paper, cards, disks, tape or Braille media.
- Locate and correct data entry errors, or report them to supervisors.
- Maintain logs of activities and completed work.
- Read source documents such as canceled checks, sales reports, or bills, and enter data in specific data fields or onto tapes or disks for subsequent entry, using keyboards or scanners.
- Resolve garbled or indecipherable messages, using cryptographic procedures and equipment.
- Select materials needed to complete work assignments.
- Store completed documents in appropriate locations.

#### Detailed Tasks

##### Detailed Work Activities:

- conduct computer diagnostics to determine nature of problems
- enter time sheet information
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- load tapes, disks or paper into computers or peripherals
- maintain records, reports, or files
- operate scanner
- perform typing or data entry for extended duration
- process invoices
- process medical records
- route computer output to specified users
- set computer controls or devices in data processing center
- transcribe spoken or written information
- understand computer equipment operating manuals
- use computers to enter, access or retrieve data
- use relational database software
- use spreadsheet software
- use word processing or desktop publishing software
- verify completeness or accuracy of data

#### Occupation Specific Tasks:

- Apply insurance rating systems.
- Calculate amount of claim.
- Contact insured or other involved persons to obtain missing information.
- Organize and work with detailed office or warehouse records, using computers to enter, access, search and retrieve data.
- Pay small claims.
- Post or attach information to claim file.
- Prepare and review insurance-claim forms and related documents for completeness.
- Provide customer service, such as giving limited instructions on how to proceed with claims or providing referrals to auto repair facilities or local contractors.
- Review insurance policy to determine coverage.
- Transmit claims for payment or further investigation.

#### Detailed Tasks

##### Detailed Work Activities:

- calculate insurance premiums or awards
- code data from records
- distribute correspondence or mail
- examine files or documents to obtain information
- fill out business or government forms
- follow contract, property, or insurance laws
- interview customers
- maintain insurance records
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from individuals
- provide customer service
- recommend claim action
- review data on insurance applications or policies
- review insurance policies to determine appropriate coverage
- review records for completeness
- search legal records
- take messages
- transcribe spoken or written information
- type letters or correspondence
- use computers to enter, access or retrieve data

#### Tools - Examples

- 10-key calculators



- Desktop computers
- Dictation machines
- Personal computers

### Labor Market Comparison

| Description                           | Data Entry Keyers | Insurance Policy Processing Clerks | Difference |
|---------------------------------------|-------------------|------------------------------------|------------|
| Median Wage                           | \$ 23,900         | \$ 31,380                          | \$ 7,480   |
| 10th Percentile Wage                  | \$ 18,050         | \$ 24,090                          | \$ 6,040   |
| 25th Percentile Wage                  | N/A               | N/A                                | N/A        |
| 75th Percentile Wage                  | \$ 28,760         | \$ 36,980                          | \$ 8,220   |
| 90th Percentile Wage                  | \$ 32,630         | \$ 42,620                          | \$ 9,990   |
| Mean Wage                             | \$ 24,820         | \$ 32,190                          | \$ 7,370   |
| Total Employment - 2007               | 800               | 1,810                              | 1,010      |
| Employment Base - 2006                | 776               | 1,849                              | 1,073      |
| Projected Employment - 2016           | 672               | 1,699                              | 1,027      |
| Projected Job Growth - 2006-2016      | -13.4 %           | -8.1 %                             | 5.3 %      |
| Projected Annual Openings - 2006-2016 | 19                | 22                                 | 3          |

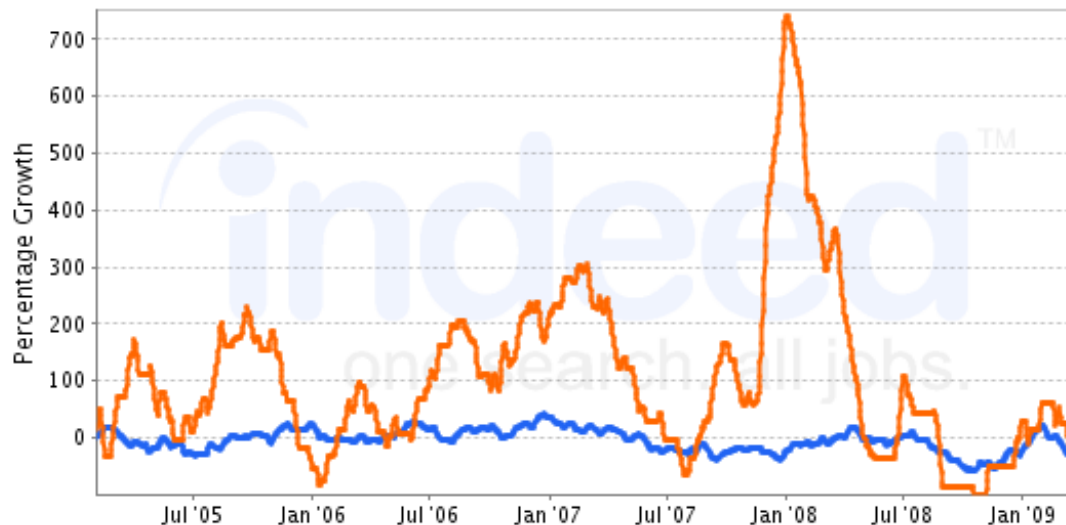
### National Job Posting Trends

Trend for Data Entry Keyers

Trend for  
Insurance  
Policy  
Processing  
Clerks

### Job Trends from Indeed.com

— Data Entry Keyer — Insurance Policy Processing Clerk



Data from [Indeed](#)**Recommended Programs****General Office/Clerical and Typing Services**

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

| Institution                      | Address        | City         | URL  |
|----------------------------------|----------------|--------------|--|
| Northern Maine Community College | 33 Edgemont Dr | Presque Isle | <a href="http://www.nmcc.edu">www.nmcc.edu</a> |

**Maine Statewide Promotion Opportunities for Data Entry Keyers**

| O*NET Code | Title   | Grand TORQ | Job Zone | Employment | Median Wage | Difference  | Growth | Annual Job Openings |
|------------|---|------------|----------|------------|-------------|-------------|--------|---------------------|
| 43-9021.00 | Data Entry Keyers                                   | 100        | 2        | 800        | \$23,900.00 | \$0.00      | -13%   | 19                  |
| 43-9041.01 | Insurance Claims Clerks                             | 92         | 2        | 1,810      | \$31,380.00 | \$7,480.00  | -8%    | 22                  |
| 43-9041.02 | Insurance Policy Processing Clerks                  | 92         | 2        | 1,810      | \$31,380.00 | \$7,480.00  | -8%    | 22                  |
| 43-4031.03 | License Clerks                                      | 91         | 2        | 1,190      | \$27,650.00 | \$3,750.00  | 9%     | 37                  |
| 43-9061.00 | Office Clerks, General                              | 91         | 2        | 13,910     | \$24,040.00 | \$140.00    | 5%     | 339                 |
| 43-4031.01 | Court Clerks  | 90         | 2        | 1,190      | \$27,650.00 | \$3,750.00  | 9%     | 37                  |
| 43-4011.00 | Brokerage Clerks                                    | 90         | 3        | 270        | \$39,120.00 | \$15,220.00 | -13%   | 8                   |
| 43-3021.02 | Billing, Cost, and Rate Clerks                      | 90         | 3        | 1,990      | \$27,580.00 | \$3,680.00  | 1%     | 28                  |
| 43-6014.00 | Secretaries, Except Legal, Medical, and Executive   | 89         | 2        | 10,400     | \$28,260.00 | \$4,360.00  | -6%    | 172                 |
| 43-9022.00 | Word Processors and Typists                         | 89         | 2        | 710        | \$25,320.00 | \$1,420.00  | -18%   | 14                  |
| 13-2053.00 | Insurance Underwriters                              | 88         | 3        | 460        | \$56,090.00 | \$32,190.00 | -1%    | 12                  |
| 29-2071.00 | Medical Records and Health Information Technicians  | 88         | 3        | 760        | \$29,180.00 | \$5,280.00  | 16%    | 34                  |
| 43-3051.00 | Payroll and Timekeeping Clerks                      | 88         | 3        | 650        | \$30,470.00 | \$6,570.00  | -3%    | 17                  |
| 43-6011.00 | Executive Secretaries and Administrative Assistants | 88         | 3        | 3,330      | \$38,830.00 | \$14,930.00 | 6%     | 76                  |



|            |                   |    |   |       |             |            |    |    |
|------------|-------------------|----|---|-------|-------------|------------|----|----|
| 43-6012.00 | Legal Secretaries | 87 | 3 | 1,300 | \$33,360.00 | \$9,460.00 | 5% | 29 |
|------------|-------------------|----|---|-------|-------------|------------|----|----|

### Top Industries for Insurance Policy Processing Clerks

| Industry   | NAICS  | % in Industry | Employment | Projected Employment | % Change |
|--|--------|---------------|------------|----------------------|----------|
| Insurance agencies and brokerages  | 524210 | 27.08%        | 68,773     | 70,013               | 1.80%    |
| Direct insurance (except life, health, and medical) carriers                                 | 524120 | 24.30%        | 61,718     | 58,058               | -5.93%   |
| Other insurance related activities   | 524290 | 8.08%         | 20,531     | 22,086               | 7.58%    |
| Management of companies and enterprises  | 551100 | 3.01%         | 7,656      | 7,943                | 3.75%    |
| Insurance and employee benefit funds   | 525100 | 1.28%         | 3,261      | 3,616                | 10.91%   |
| State government, excluding education and hospitals  | 929200 | 0.94%         | 2,377      | 2,100                | -11.68%  |
| General medical and surgical hospitals, public and private                                   | 622100 | 0.76%         | 1,924      | 1,917                | -0.36%   |
| Offices of physicians  | 621100 | 0.69%         | 1,752      | 1,986                | 13.39%   |
| Employment services  | 561300 | 0.55%         | 1,403      | 1,598                | 13.91%   |
| Office administrative services   | 561100 | 0.48%         | 1,214      | 1,385                | 14.11%   |
| Other nondepository credit intermediation, including real estate credit and consumer lending | 522290 | 0.48%         | 1,226      | 1,324                | 7.93%    |
| Depository credit intermediation   | 522100 | 0.48%         | 1,207      | 1,108                | -8.24%   |
| Accounting, tax preparation, bookkeeping, and payroll services                               | 541200 | 0.37%         | 934        | 997                  | 6.74%    |
| Self-employed workers, primary job   | 000601 | 0.36%         | 912        | 875                  | -4.12%   |
| Other financial investment activities  | 523900 | 0.32%         | 810        | 1,027                | 26.84%   |

### Top Industries for Data Entry Keyers

| Industry   | NAICS  | % in Industry | Employment | Projected Employment | % Change |
|--|--------|---------------|------------|----------------------|----------|
| Employment services  | 561300 | 17.13%        | 53,669     | 54,340               | 1.25%    |
| Data processing, hosting, and related services                 | 518200 | 5.80%         | 18,165     | 19,646               | 8.15%    |
| Accounting, tax preparation, bookkeeping, and payroll services | 541200 | 4.07%         | 12,769     | 12,115               | -5.12%   |
| Management, scientific, and technical consulting services      | 541600 | 2.74%         | 8,576      | 12,248               | 42.82%   |
| Depository credit intermediation                               | 522100 | 2.63%         | 8,233      | 6,715                | -18.44%  |
| Local government, excluding education and hospitals            | 939300 | 2.46%         | 7,715      | 6,933                | -10.13%  |
| Elementary and secondary schools, public and private           | 611100 | 2.44%         | 7,651      | 6,451                | -15.70%  |



|  |        |       |       |       |         |
|--|--------|-------|-------|-------|---------|
| Postal service   | 491100 | 2.37% | 7,436 | 6,056 | -18.56% |
| Computer systems design and related services                         | 541500 | 2.31% | 7,238 | 7,818 | 8.01%   |
| Management of companies and enterprises                              | 551100 | 2.30% | 7,211 | 6,651 | -7.78%  |
| State government, excluding education and hospitals                  | 929200 | 2.06% | 6,471 | 5,080 | -21.50% |
| Religious organizations  | 813100 | 1.80% | 5,646 | 5,420 | -3.99%  |
| Direct insurance (except life, health, and medical) carriers         | 524120 | 1.74% | 5,450 | 4,557 | -16.38% |
| General medical and surgical hospitals, public and private           | 622100 | 1.71% | 5,368 | 4,754 | -11.43% |
| Colleges, universities, and professional schools, public and private | 611300 | 1.51% | 4,742 | 4,244 | -10.50% |